



Ombudsperson Report 2023

Report from: Kerri Downer, Ombudsperson

Reporting Period: April 2022 – March 2023

Mandate

The role of the Ombudsperson is to ensure that policies and procedures are consistently and fairly applied. The role is primarily one of investigation and reporting on findings. It is not a policy making office, nor will he/she replace or become any of the existing bodies of the Association. It is not intended that the office of the Ombudsperson be an automatic appeal avenue for those involved in the certification exam procedure or an ethics case.

Accomplishments

Over the course of the reporting period, there was one inquiry received. This inquiry was not specifically related to the policies and procedures of the Association, however suggestions for where to seek answers to their questions were provided to the member.

There is one year remaining on my 3 year term, however, for personal reasons, I will be stepping away from the role of Ombudsperson upon completion the 2023 AGM.

Please feel free to contact ombudsperson@aata.ca if the need arises.

Respectfully submitted,

Kerri Downer, CAT(C)
AATA Ombudsperson